

January 22, 2001

**TO:** ESD Regional Directors  
ESD WorkFirst WPLEX Staff  
ESD WorkFirst Field Staff  
DSHS Regional Administrators  
DSHS WorkFirst Field Staff

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**SUBJECT:** WPLEX Policy and Procedures to implement New Performance Measures

The purpose of this memo is to provide information about and directions for the implementation of the new WPLEX Performance Measures. This memo implements a new service delivery process beginning January 1, 2001, that changes the focus of work for WPLEX staff.

**BACKGROUND:**

WPLEX is the centrally located WorkFirst telephone call center. WPLEX provides job retention and wage progression services to employed WorkFirst customers. WPLEX staff work within specified geographic areas, over the telephone, using computerized queues interfaced with JAS.

Currently WPLEX's performance is measured on the number of customers being provided information and referral. WPLEX has not been measured on whether the provision of those services assist the customer in attaining wage progression or job retention. Based on the recommendations of a multi-agency process improvement team, WPLEX will now use three performance measures to determine the success of WPLEX in assisting customers with wage progression and job retention.

**NEW PERFORMANCE MEASURES:**

- **WPLEX PERFORMANCE MEASURE #1:** An increase in enrollments at community and technical college to develop job specific skills and enhance employability.

- ✓The WPLEX referral to the community and technical college must have been made within 6 months of school enrollment.
- **WPLEX PERFORMANCE MEASURE #2:** An increase in the percentage of WPLEX customers with subsequent-quarter earnings increase.
  - ✓An initial baseline quarter is established. Subsequent quarters are compared to this baseline.
- **WPLEX PERFORMANCE MEASURE #3:** A decrease in the percentage of WPLEX customers returning to TANF within 12 months after the exit month.
  - ✓ The customer must have received a service from WPLEX.

#### **IMPLEMENTATION PROCEDURES:**

##### **WPLEX QUEUE:**

The WPLEX telephone queues have been reordered. Effective January 1, 2001, customers will be added to the beginning of the queues as they go to work. The result will be that the newly employed customer will be available for immediate contact by WPLEX.

##### **JAS:**

The system restriction requiring customers to be at less than 175% of Federal Poverty Level has been removed. Customers are now designated eligible for services for two years after exiting TANF.

##### **WPLEX CUSTOMER CONTACTS:**

WPLEX will contact customers within the first week of employment unless the customer is being served by a job success coach or job retention staff in the local office. WPLEX staff will then continue contact with available customers a minimum of once every 30 days for six months. After six months, contact frequency will be determined on an individual basis.

##### **CUSTOMERS WHO LOSE THEIR JOBS:**

If a WPLEX customer becomes unemployed, WPLEX will provide immediate job search assistance as appropriate, and then immediately refer the customer back to local ESD WorkFirst for more customized job search. WPLEX will coordinate with the local ESD office to provide continued job search service.

##### **POST EMPLOYMENT SERVICES JAS CODES:**

The three post employment codes will be used as follows to indicate which service provider is actively engaging the customer:

- LE WorkFirst local offices are providing post-employment services
- PS WPLEX is providing post-employment services
- RS Job Success Coach Initiative is providing post-employment services.

WPLEX will not contact customers coded LE or RS unless a review of the customer's JAS record indicates that no contact has been made with the customer for more than 30 days. To avoid confusing customers and duplicating customer contacts, local offices and Job Success Coaches are encouraged to enter job retention or wage progression activities in a timely manner .

**BUSINESS OUTREACH:** WPLEX has designed a procedure that will initially be piloted and tied to a specific queue. WPLEX will set up a business outreach specialist to work with employers and WorkFirst clients.

**COMMUNICATION BETWEEN WPLEX STAFF AND LOCAL WORKFIRST:** WPLEX will continue to provide communication at all levels Sub3, LAP, management and line staff. WPLEX teams will visit the local ESD WorkFirst and ESD co-location staff at least once every six months.

WPLEX queue teams will also visit local partners, community resources, CBO's, etc. on a schedule that is reasonable. (quarterly, bi-annual, etc.)

**SUPPORT SERVICES:** WPLEX will continue to provide support services consistent with guidelines for post employment support services, or assist clients in accessing other support service providers.